ALCATEL 2000X

Quick Start Guide

For more information about how to use the phone, please go to www.alcatelonetouch.com to download complete user manual. Moreover, from the website you can also consult FAQ, realize software upgrade, etc.

SAR

www.sar-tick.com

This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 19 of this user guide.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 10 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

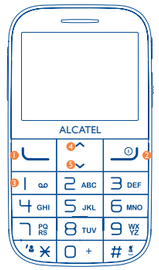
PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

ALCATEL onetouch

1 Your mobile.....

1.1 Keys



1. Send key
2. End key
3. Voicemail key
4. Up key
5. Down key
6. Volume key
7. Torch (Switch on/off)
8. Lock key (Switch locked/unlocked)
9. SOS key (Access SOS)

From Idle screen:
- Press: Access FM radio

From Idle screen:
- Access main menu

Send key
- Pick up/Send a call
- Press: Enter Call log (From Idle screen)
- Press to confirm an option

- Press: End a call
  Return to the Home screen
  Delete character (In Edit mode)
- Press and hold: Power on/off

- Press and hold: Access your voicemail

From Idle screen
- Press: 0
- Press and hold: "+/P/W"

In Edit mode
- Press: Access symbols table
- Press and hold: 0

From Idle screen
- Press: *

In Edit mode:
- Press: Change input methods
- Press and hold: Access language list

From Idle screen
- Press: #

In Edit mode
- Press: ␣ (space)

1.2 Status bar icons [1]

Battery charge level.

Vibrate alert: your phone vibrates, but does not ring or beep with the exception of the alarm.

Call forwarding activated: your calls are forwarded.

Alarm or appointments programmed.

Level of network reception.

Missed calls.

Radio is on.

Roaming.

SMS unread.

Silence mode: your phone does not ring, beep or vibrate with the exception of the alarm.

(Flickering) Message list is full: your phone cannot accept any new messages. You must access the message list and delete at least one message on your SIM card.

Flight mode.

[1] The icons and illustrations in this guide are provided for informational purposes only.

2 Getting started.....

2.1 Set-up

Removing or installing the back cover

Installing or removing the battery

Insert and click the battery into place, then close the telephone cover.

Unclip the cover, then remove the battery.

Inserting or removing the SIM card

You must insert your SIM card to make phone calls.

Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press and slide it out.

Charging the battery

Connect the battery charger to your phone and mains socket respectively.

To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug; reduce the backlight time, etc.

2.2 Power on your phone

Hold down the key until the telephone powers on.

2.3 Power off your phone

Hold down the key from the Home screen.

3 Calls .....

3.1 Making a call

Dial the desired number then press the key to place the call. If you make a mistake, you can delete the incorrect digits by pressing the key.

To hang up the call, press the key.

Making an emergency call

If your phone is covered by the network, dial emergency number and press the key to make an emergency call. This works even without a SIM card and without typing the PIN code or unlocking the keypad.

3.2 Calling your voicemail [1]

To access your voicemail, hold down the key.

3.3 Receiving a call

When you receive an incoming call, press the key to talk and then hang up using the key.

4 Messages.....

4.1 Write message

From the main menu select "**Messages**" to create a text message.

While writing a message, select "**Options**" to access all the messaging options.

You can type a message, or you're also able to insert a pre-defined message from "**Insert template**".

You can save any messages that you send often to "**Drafts**".

An SMS message of more than a certain number of characters (the number of characters depends on your language) will be charged as several SMS. Specific letters (accent) will increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

[1] Contact your network operator to check service availability.

5 Contacts.....

5.1 Consulting your contacts

You can access to this function by selecting "**Contacts**" from the main menu.

5.2 Adding a contact

You can add a new contact to phone or SIM card by selecting "**Add contact**".

6 FM Radio .....

Your phone is equipped with a radio [1] with RDS [2] functionality. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio program on the display, if you tune to stations that offer Visual Radio service. You can listen to it while running other applications.

[1] The quality of the radio depends on the coverage of the radio station in that particular area.
[2] Depending on your network operator and market.

7 Others .....

7.1 My files

You will have an access to all audio stored in phone or SD card in **My files**.

Inserting and removing SD card:

Firstly, release the microSD card holder. Then insert the microSD card with the golden contact downward. Finally, turn down the microSD holder.

7.2 Alarm

Your mobile phone has a built-in alarm clock with a snooze feature.

7.3 Calendar

Once you enter this menu from "**Others**", there is a monthly-view calendar for you to keep track of important meetings, appointments, etc. Days with events entered will be marked in color.

7.4 Voice alarm

With this menu,you may create the voice file and set it as the alarm.

7.5 SOS

When enter in SOS, press "**Help**" will pop up help information.

7.5.1 SOS contacts

To add an SOS number to your SOS contacts, please select "select "**Others\SOS\SOS contacts\No contact**" and press "**Edit**", then you can edit your SOS numbers (5 numbers can be defined).

7.5.2 SOS message

From the main menu select "**Others\SOS\SOS message**" to create an SOS message.

When required, a long press (2 seconds) of the button will send out your pre-set SOS message automatically and emit a loud alert sound, the backlight will flash at the same time.

Once an SOS message is sent, the phone will dial the pre-set SOS numbers automatically. Any call is answered or press again, SOS will be deactivated.

7.5.3 Activated

Press the switch On/Off to activate the default SOS function.

7.6 Voice Assist Dialing

Switch On/Off to choose if activate the Voice Assist Dialing.

7.7 Call log

You can access your call memory by pressing from the idle screen, and you will see Outgoing call(s), missed call(s) and Answered call(s).

7.8 Services

Contact your network operator to check service availability.

8 Calculator .....

Enter a number, select the type of operation to be performed by using the up or down key, and enter the second number. Then press Equal to display the result.

9 Settings.....

From the main menu, select the menu icon and select the function of your choice in order to customise your telephone: **Phone settings**, **Call settings**, **Security**, **Network selection**, **Restore default** [1], **Profiles**, **Regulatory & Safety**.

10 Making the most of your mobile .....

ONE TOUCH Upgrade

Using ONE TOUCH Upgrade tool you can update your phone's software from your PC.

Download ONE TOUCH Upgrade from ALCATEL ONE TOUCH website (www.alcatelonetouch.com) and install it on your PC. Launch the tool and update your phone by following the step by step instructions (refer to the User Guide provided together with the tool).

Your phone's software will now have the latest software.

All personal information will be permanently lost following the update process.

[1] Make the phone's settings recover to its default value. End-user data will not be erased. Enter its default password 1234 to confirm to restore and reboot.

Supported Operating Systems

Windows XP/Vista/Windows 7.

11 Latin input mode .....

There are two text entry methods that can be used to write messages:

- Normal: this mode allows you to type a text by choosing a letter or a sequence of characters.
- Predictive with the eZi mode: this mode speeds up the writing of your text.

Keypad inputting:

+ :	Press: Access symbols table
* :	Press: Change input methods
# :	Press: Enter a space

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PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

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2013-8-15 11:02:42

Safety and use.....

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

• **TRAFFIC SAFETY:**

Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their mobile when the vehicle is not parked.

When driving, do not use your phone and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your phone on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from mobile phone RF energy.

• **CONDITIONS OF USE:**

You are advised to switch off the telephone from time to time to optimise its performance.

Switch the phone off before boarding an aircraft.

Switch the phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile telephones can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the handset away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

Do not let children use the phone and/or play with the telephone and accessories without supervision.

When replacing the cover please note that your phone may contain substances that could create an allergic reaction.

Always handle your phone with care and keep it in a clean and dust-free place.

Do not allow your phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc). The manufacturer's recommended operating temperature range is -10°C to +55°C.

At over 55°C the legibility of the phone's display may be impaired, though this is temporary and not serious.

Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your phone for emergency calls.

Do not open, dismantle or attempt to repair your mobile phone yourself.

Do not drop, throw or bend your mobile phone.

Do not use the phone if the glass made screen, is damaged, cracked or broken to avoid any injury.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Limited and its affiliates and are compatible with your phone model. TCT Mobile Limited and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Remember to make back-up copies or keep a written record of all important information stored in your phone.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep.
- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.

PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

• **PRIVACY:**

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile telephone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

• **BATTERY:**

Before removing the battery from your phone, please make sure that the phone is switched off.

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble or cause a short-circuit in a battery,
- Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 60 °C.

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCT Mobile Limited and/or its affiliates.

This symbol on your telephone, the battery and the accessories means that these phones must be taken to collection points at the end of their life:

- Municipal waste disposal centres with specific bins for these items of equipment
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge.

All phones with this sign must be brought to these collection points.

In non European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS

• **CHARGERS**

Mains powered chargers will operate within the temperature range of: 0 °C to 40 °C.

The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the ecodesign directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

• **RADIO WAVES:**

Proof of compliance with international standards (ICNIRP) or with European Directive 1999/5/EC (R&TTE) is required of all mobile phone models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES.

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency

electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM 900	0.724 W/kg
Body-worn SAR	DCS 1800	0.84 W/kg

During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 10 mm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body. If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the phone the indicated distance away from the body.

Organizations such as the World Health Organization and the US Food and Drug Administration have stated that if people are concerned and want to reduce their exposure they could use a hands-free device to keep the phone away from the head and body during phone calls, or reduce the amount of time spent on the phone.

For more information you can go to www.alcatelonetouch.com

Additional information about electromagnetic fields and public health are available on the following site: http://www.who.int/peh-emf.

Your telephone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or usb data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 10 mm away from the body.

• **Regulatory information**

The following approvals and notices apply in specific regions as noted.

TCT Mobile

TCT Mobile Europe SAS
55 Avenue des Champs Pierreux
Immeuble La Capitale 92000 Nanterre, France
+33 1 46 52 61 00

EC declaration of conformity / Déclaration de conformité CE

Product / Produit : GSM dual bands handheld station with FM radio / GSM bebande avec technologie et radio FM

Product identification / Identification du produit :
ALCATEL 2000X type Tango EU

We / Nous TCT Mobile Europe SAS
55, avenue des Champs Pierreux
92000 Nanterre
France

Declare under our sole responsibility that the product above mentioned is conform to the applicable essential requirements of the directive 1999/5/EC and that all essential radio test suites have been carried out. / Déclarons sous notre seule responsabilité que le produit ci-dessus est en conformité avec la réglementation sous notre entière responsabilité que le produit ci-dessus est en conformité avec les exigences essentielles applicables de la directive 1999/5/CE et que toutes les séries d'essais radio essentielles ont été effectuées. Procédure d'évaluation de conformité : annexe IV de la directive.

Applied standards / *Normes appliquées :*

- Item 3.1.a (protection of the health and of the safety of the user) / *Article 3.1.a (protection de la santé et de la sécurité de l'utilisateur)*
  - EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011
  - EN 62209-1 (2009)
  - EN 62209-2 (2010)
  - EN 50 360: 2001/AC:2006, Council recommendation 1999/519/EC (July 99)
- Item 3.1.b (protection requirements with respect to electromagnetic compatibility) / Article 3.1.b (exigences de protection en ce qui concerne la compatibilité électromagnétique)
  - EN 301 489-1 v1.9.2 (2011-09) + EN 301 489-7 v1.3.1 (2005-11)

Item 3.2 (effective use of spectrum so as to avoid harmful interferences) / *Article 3.2 (utilisation efficace de spectre radioélectrique de façon à éviter les interférences dommageables)*

- EN 301 511 v.9.0.2 (2003-03).

This product also conforme to the applicable requirements of following directives. / *Ce produit est en conformité avec la directive,*

- directive 2004/108/EC (electromagnetic compatibility). / *Ce produit est en conformité avec la directive 2004/108/EC (compatibilité électromagnétique).*
  - EN 55013:2001 +A1:2003 + A2:2006
  - EN 55020:2007+ A11:2011
- directive 2011/65/EU (RoHS - restriction of the use of certain hazardous substances)

This product can connect with a Common Mobile Phone Charger which complies with below standards: (*Ce produit peut être utilisé avec un chargeur universel pour téléphone portable conforme aux standards suivants*)

- EN301 489-34 v1.1.1 (2010-10)
- EN301 489-34 v1.3.1 (2012-06)
- EN 62684:2010

Conformity of this product has been reviewed by the following Notified body of directive 1999/5/EC / *La conformité de ce produit a dû vérifiée par l'organisme de certification (notify body) suivant.*

American Certification Body, Inc.
Suite C110, Whitter Avenue 6731, 22101 McLean, Virginia, United States
Identification number: 1588

CE 1588

Date :2013-08-02
Signature

Chargée de mission
TCT Mobile Europe SAS / Deputy Compliance Manager, EMEA

TCT Mobile Europe SAS
Immeuble La Capitale
55 Avenue des Champs Pierreux
92000 Nanterre - FRANCE
RCS Nanterre 440 039 222

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SAS au capital de 23 621 072 euros - RCS Nanterre B 440 039 222 - Siret 440 039 222 000 24 APE 4652Z

• **LICENCES**

eZiText™ eZiText™ and Zi™ are trademarks of Zi Corporation and/or its Affiliates.

microSD Logo is a trademark.

Hearing Aid Compatibility

Your mobile phone is rated: «For Hearing Aid», to assist hearing device users in finding mobile phones that may be compatible with their hearing devices.

This device is HAC M3/T4 compatible. Reference ANSI C63.19-2007

For more information please refer to «Hearing Aid Compatibility with Mobile Phones» leaflet or visit our website http://www.alcatelonetouch.com

General information .....

- **Internet address:** www.alcatelonetouch.com
- **Hot Line Number:** see "TCT Mobile Services" leaflet or go to our Internet site.
- **Address:** Room 1910-12A, Tower 3, China HK City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong

On our Internet site, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

An electronic version of this user guide is available in English and other languages according to availability on our server:

www.alcatelonetouch.com

Your telephone is a transceiver that operates on GSM networks with 900 and 1800 MHz bands.

CE 1588

This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The entire copy of the Declaration of Conformity for your telephone can be obtained through our website: www.alcatelonetouch.com.

Protection against theft (1)

Your telephone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your telephone by entering * # 0 6 # and keep it in a safe place. It may be requested by the police or your operator if your telephone is stolen. This number allows your mobile telephone to be blocked preventing a third person from using it, even with a different SIM card.

Disclaimer

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your telephone or specific operator services.

TCT Mobile shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively.

(1) Contact your network operator for service availability.

Telephone warranty .....

Your phone is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months (1) from the date of purchase as shown on your original invoice.

Batteries (2) and accessories sold with your phone are also warranted against any defect which may occur during the first six (6) months (1) from the date of purchase as shown on your original invoice.

In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired Phone and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs.

(1) The warranty period may vary depending on your country.

(2) The life of a rechargeable mobile phone battery in terms of conversation time standby time, and total service life, will depend on the conditions of use and network configuration. Batteries being considered expendable supplies, the specifications state that you should obtain optimal performance for your phone during the first six months after purchase and for approximately 200 more recharges.

This warranty shall not apply to defects to your phone and/or accessory due to (without any limitation):

1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used,
2) Connection to any equipment not supplied or not recommended by TCT Mobile Limited,
3) Modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates or your vendor,
4) Modification, adjustment or alteration of software or hardware performed by individuals not authorized by TCT Mobile Limited,
5) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical phones, download of files, crash, high voltage, corrosion, oxidation…

Your phone will not be repaired in case labels or serial numbers (IMEI) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

In no event shall TCT Mobile Limited or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

Troubleshooting .....

Before contacting the service centre, you are advised to follow the instructions below:

- You are advised to fully charge ( ) the battery for optimal operation.
- Avoid storing large amounts of data in your phone as this may affect its performance.
- Use User Data Format and the ONE TOUCH Upgrade tool to perform phone formatting or software upgrading, (to reset User Data format, hold down # while simultaneously pressing the power on/off key under power off mode). ALL User phone data: contacts, messages and files will be lost permanently.

and carry out the following checks:

My phone is frozen or cannot switch on

- Check the battery contacts, remove and reinstall your battery, then turn your phone on
- Check the battery power level, charge for at least 20 minutes
- If it still does not work, please use User Data Format to reset the phone or ONE TOUCH Upgrade to upgrade software

My phone has not responded for several minutes

- Restart your phone by pressing and holding the key
- Remove the battery and re-insert it, then restart the phone
- If it still does not work, please use User Data Format to reset the phone or ONE TOUCH Upgrade to upgrade software

My phone turns off by itself

- Check whether your phone is locked when not in use, and make sure you don't accidentally turn off your phone when locking it by pressing the power key.
- Check the battery charge level
- If it still does not work, please use User Data Format to reset the phone or ONE TOUCH Upgrade to upgrade software

My phone cannot charge properly

- Make sure you are using an ALCATEL ONE TOUCH battery and the charger from the box
- Make sure your battery is inserted properly and clean the battery contact if it's dirty. It must be inserted before plugging in the charger
- Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.
- Make sure charging is carried out under normal conditions (0°C to +40°C)
- When abroad, check that the voltage input is compatible

My phone cannot connect to a network or "No service" is displayed

- Try connecting in another location
- Verify the network coverage with your operator
- Check with your operator that your SIM card is valid
- Try selecting the available network(s) manually
- Try connecting at a later time if the network is overloaded

Invalid SIM card

- Make sure the SIM card has been correctly inserted
- Make sure the chip on your SIM card is not damaged or scratched
- Make sure the service of your SIM card is available

Unable to make outgoing calls

- Make sure you have dialed a valid number and press the send key
- For international calls, check the country and area codes
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not barred outgoing calls
- Make sure that your phone is not in flight mode

Unable to receive incoming calls

- Make sure your phone is switched on and connected to a network (check for overloaded or unavailable network)
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not forwarded incoming calls
- Make sure that you have not barred certain calls
- Make sure that your phone is not in flight mode

The caller's name/number does not appear when a call is received

- Check that you have subscribed to this service with your operator
- Your caller has concealed his/her name or number

I cannot find my contacts

- Make sure your SIM card is not broken
- Make sure your SIM card is inserted properly
- Import all contacts stored in SIM card to phone

The sound quality of the calls is poor

- You can adjust the volume during a call by pressing the navigation key
- Check the network strength
- Make sure that the receiver, connector or speaker on your phone is clean

I am unable to use the features described in the manual

- Check with your operator to make sure that your subscription includes this service
- Make sure this feature does not require an ALCATEL ONE TOUCH accessory

When I select a number from my contacts, the number cannot be dialed

- Make sure that you have correctly recorded the number in your file
- Make sure that you have selected the country prefix when calling a foreign country

I am unable to add a contact in my contacts

- Make sure that your SIM card contacts are not full; delete some files or save the files in the phone contacts

My callers are unable to leave messages on my voicemail

- Contact your network operator to check service availability

I cannot access my voicemail

- Make sure your operator's voicemail number is correctly entered in "**Messages\Voicemail**"
- Try later if the network is busy

The flickering icon is displayed on my standby screen

- You have saved too many short messages on your SIM card; delete some of them or archive them in the phone memory

SIM card PIN locked

- Contact your network operator to obtain the PUK code (Personal Unblocking Key)

How to make your battery last longer

- Make sure you follow the complete charge time (minimum 3 hours)
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication
- Switch on the backlight upon request

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